

Michigan Purchasers Health Alliance

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Survey Instruments and Purpose

Survey Instruments	CAHPS Health Plan Survey
Version/Population	Commercial – Adult and Child
Addition/Changes to Instruments	Each health plan within this coalition administers the survey separately, and each makes its own decisions on whether to delete or add questions.
Purpose of Project	This mixed-model coalition participates in the National Business Coalition on Health's eValue8 program, which gathers quality and other performance information from 100 to 400 health plans annually. This data collection process captures the results of CAHPS surveys. The results are reported back to the plans, which use the CAHPS data primarily for marketing purposes.

Survey Administration

Administered Since	
Administration Mode	Mail with telephone follow-up (NCQA protocol)

Uses of Survey Results

Reporting	Survey data are reported to the health plans and members.
Quality Improvement	The eValue8 program is the primary quality improvement project. CAHPS is incorporated but is not the main focus. Quality improvement efforts focus primarily on clinical quality and pharmaceuticals.
Marketing/Publicity	The CAHPS data is reported back to health plans, which can then choose what to use for marketing purposes.

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